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MTAC Focus Group Session Notes

Wednesday, November 19, 2014

MAIL PREPARATION AND ENTRY (OPERATIONS)

Dave Williams, USPS VP-Network Operations
Robert Schimek, MTAC Industry Leader, Entry & Preparation

Session 1: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

Action Items from last meeting

- Clarity on FCM palletization policies - issue deferred to Vice President, Mail Entry & Payment Technology
- Conducted site visit to test tray label issues, the results were 86% of the tray labels were good with no issues
- FPARs and Secure Destruction will evaluate possibly expansion to Flats
- The changes in the operating windows will allow for more continuous mailers and we are not changing our process because of CET – continue as today leveraging the CSA locally.

Flats 5D & 3 D Schemes for FCM

- The revenue loss outweighs the cost reduction in mail processing if implemented.

Presort Reference Data Discussion

- Implemented data validation procedures
- Revamped label list release schedule
- Next steps consolidation/simplification of files, centralized communication and standardized naming conventions and releasing deployment schedules.

ACTION ITEMS

- Explore procedures to determine if quality controls are in place at Plants or PO to replace tray labels.
- Invite HQ USPS Engineering and label suppliers to next meeting and report out on adhesive tray labels.
- After consolidation, there will be a need to revalidate 5D scheme lists

Session 2: PERIODICALS

(John Stark, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Explored feasibility for bundle based CET vs Container when Steve Dearing implements the new system in about 18 months, we can move to this.
- MXD ADC end to end service will see changes in January with the new service standards since PER commitment are First Class plus one day
- Broken Bundle analysis and joint effort to share and communicate impacts internally and externally. Working through the BSN to communicate with mail owners.

MISSING SCANS INDICATING MANUAL PROCESSING

- Data analysis performed identified opportunity for the USPS to drill into data to improve bundle scan performance.

FSS 250 POUND SCHEME PALLET UPDATE

- Twenty-Five (25) exceptions received, 23 approved, 2 denied because the mailing was <1M pounds

BUNDLE BREAKAGE REDUCTION OBSERVATIONS

- Lack of required strapping/banding of stacked pallets
- Pallets stacked exceeded max height requirement as stated in the DMM.
- Loose bundles that are not automation compatible
- Additional effort being placed on the Broken bundles issue

PRESORT REFERENCE DATA DISCUSSION

- Implemented data validation procedures
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UNLOAD TIMES

- Late Shipments –is defined as no more than 30 minutes up to 24 hours after scheduled appointment time
- Inability to accept a load prior to facility closing time may result in a rejected appointment

Updated: _____

- Will not allow mailer to unload a vehicle that USPS management determines to be defective or a threat to the safety of any person.
- Pallets must meet the standards found in DMM705.8.0 and mail must meet standards for class and price claimed.
- Discussed analysis of average unload times by appointments from start to unload

ACTION ITEMS

- Follow up with Steve Dearing to determine business rules for MPE for bundle scan and mapping to eDoc – keyed vs scanned.
- Create a mission statement for a multi- scheme pallets FSS pallet workgroup
- Need for workgroup to refine mail piece characteristics
- Review EMIR process and leverage technology to improve process
- FAST User group to explore options to improve data on unload times
- Gather input on bundle requirements and materials prior to federal register

Session 3: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Change in pallets being entered in mail stream overall quality is down. Data not available at the individual MSP level.
- Further data mining regarding eDoc bundle breakage, mismatch, and bundle preparation
- Reviewed statistics for FAST Helpdesk

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PHASE 2 NETWORK RATIONALIZATION IMPACT STD LETTERS

- With the processing changes in January 2015, 45% STD Letters will still be delivered overnight

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ACTION ITEMS

- Add pallet volume % decrease to deck prior to distribution
- Create a mission statement for a multi- scheme pallets FSS pallet workgroup
- Review EMIR and leverage technology to improve process
- Evaluate monthly label list cycle after Network Rationalization
- FAST User Group 3 to explore options to improve unload times
- Margaret – Follow up on MTAC participant recruitment messaging for User Group 3
- Follow up on press release on status of ADVANCE and ePUBWATCH
- Need workgroup to refine piece characteristics for automation

Session 4: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

ACTION ITEMS FROM LASTING MEETING

- DSCF Parcel Select drop shipment 3D preparation will only be considered under an NSA
- FAST – Review webinar from November 6th
- D&R Tags – left on sacks causing missorts – site review conducted, reviewing processes on improving the quality and removal of the D&R Tags.
- Advance release of presentations implemented

PRESORT REFERENCE DATA DISCUSSION

- Implemented presort reference data issue log and data validation procedures
- Revamped label list release schedule
- Next steps consolidation/simplification of files, centralized communication and standardized naming conventions and releasing deployment schedules.

ACTION ITEMS

- Define and formalize process for communicating Presort Reference Data (PRD) issues and sharing resolutions
- Utilize webinar forum to highlight resolved issues escalate open issues and share measurements and improvements.
- Label list Change document published in .csv or excel for easier manipulation
- John Medeiros to provide file on issue with L606 mis-shipped records at a SCF that's within the scheme sortation to mine and determine root cause analysis.
- Dale Kennedy to follow up with VP Delivery to utilize the Daily Mail Condition report to share with high volume impacted mailers proactively.
- VP Delivery and Customer Service (Ed Phelan and Kelly Sigmon) or delegate to participate in MP & E Focus Group session for Packages
- (Dale Kennedy - Mailer Service Impacts website review and update
- Follow up with VP Mail Entry & Payment Technology's group regarding DNDC Full Service exceptions entered at DSCF

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